

# **POSITION DESCRIPTION FOR SYSTEMS MANAGER**

## **BASIC FUNCTION OF POSITION**

The Systems Manager is responsible to the USAID/Accra Supervisory Executive and Executive Officer for planning and implementing Information Resources Management (EXO/IRM) Unit functions and reporting to senior Mission Management and USAID/Washington on the status of Agency effort in these functional areas. Works with the Strategic Objective Teams and support Teams to improve operational systems and assure that systems are operating on cutting-edge technology for USAID/Accra and Client Missions within West Africa.

## **Major Duties and Responsibilities**

### **1. INFO Resources Management Activities**

Leads the Information Resource Management Team (IRM) by assisting the Sub-units to (1) establish work plans; (2) set priorities; (3) monitor progress and; (4) liaise with other teams. Directly supervises and evaluates supervisors of each sub-unit. Reviews the work of all IRM staff. Coordinates the activities of Communications and Records (C&R) sub-unit, the Systems sub-unit. Reports to the Supervisory Executive Officer. Is a member of the Mission core concepts, monitoring and evaluation focus/working groups.

### **2. Systems Manager Activities**

- a. Identify with Mission Management the information needs and systems to meet those needs and a procurement plan to obtain the necessary equipment and supplies needed to implement those systems;
- b) Works closely with AID/Washington, IRM to establish information resource plans, projects, and comprehensive short and long range strategies for Mission automation in compliance with USAID standards and, with Mission Management, to develop multiple-year budget estimates for acquisition of new equipment, site preparation, software procurement and/or development;
- c) Under authority of Mission information systems security officer, is responsible for managing and implementing the automated information system security program to protect hardware, software, and Mission data from loss, and also ensures that the Network is compliant with ISS standards;
- d) Schedules and supervises computer center site installations, including all maintenance and repair for hardware, telecommunication and power control equipment, and environmental support systems;
- e) Where necessary, acquires contract support to assist in repairing computer equipment and implementing automated systems and Mission ADP training by developing scopes of work, evaluating capabilities of prospective suppliers, advising on selection of contractors and supervising contractors and supervising contract staff;

- f) As LAN System Administrator, responsible for providing optimal use of existing and new technology resources through a LAN. Supervises day to day network operations and maximizes system performance; provides management advisory services, user support and training; developing, implementing, and monitoring LAN Network protection system; and other related LAN duties;
- g) Supervises the development of programs and processes to facilitate the gathering, storage and use of information;
- h) Responsible for designing, implementing and supervising Mission ADP training for all users, managerial and operational personnel;
- i) Accountable for the ADP portion of the non-expendable Property Inventory System, ensuring reconciliation with the Embassy NEPA System;
- j) Accountable for all Mission PC software, including ensuring compliance with 3rd party vendors copyrights laws;
- k) Acts as liaison with AID/W, IRM, other US Government agencies and ADP related contractors (UPSs, electrical, etc.);
- l) Responsible for the establishment and enforcement of ADP Mission Orders laying out policy and procedures relating to use of equipment within the Mission;
- m) Assist other Mission Agencies in Accra and client Missions within West Africa as requested and provide advice to Strategic Objective Teams, Team Leaders, and Strategic Objective Specialist on automation planning, sourcing and procurement.
- n) Trains users in operating Software products (Word, Excel, Access, Google, etc.) in use within the USAID/Accra missions.

### **Desired Qualifications/Selection Criteria**

- a. **Education:** Masters' degree in the fields of computer science, information systems management, or equivalent is required.
- b. **Prior Work Experience:** 6 years of progressively responsible work of a program, technical, or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of computer systems. The position requires prior supervisory function of 1 to 2 years.
- c. **Language Proficiency (*List both English and host country language(s) proficiency requirements by level and specialization*):** Level IV English ability (fluent) is required.
- d. **Knowledge:** An expert knowledge of computer hardware, computer programming languages, computer systems operations and their application, and the policies and the procedures relatives to equipment requirements planning, acquisition, funding, and justification. Must possess comprehensive knowledge of strategic objectives, projects, and organizations support, to discern opportunities for increase support, and to resolve operational problem of such supported organizations. Must possess extensive knowledge of the principles, techniques, and methodologies involving computer system analysis, programming, operations, and related

aspects of telecommunications. Must possess knowledge of the principles of personnel, financial, and equipment resource management.

- e. **Abilities and skills:** Position requires the ability to discuss complex concepts with line managers, users, and other personnel and to related requirements to computer system capabilities; ability to effectively deal with competing user requirements and to negotiate acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively before top management relative to system requirements and obtain needed funding and program support; and ability to advise prospective users diplomatically of system limitations or other priorities and to work out alternatives.